

# Analisis lama waktu pelayanan resep racik pasien anak rawat jalan instalasi farmasi Rumah Sakit Hermina Bekasi tahun 2013 = Analysis of total time dispensing for compounding prescription of the child-outpatient at pharmacy installation of Hermina Bekasi hospital in 2013

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## Abstrak

Standar waktu pelayanan resep racik diRumah Sakit Hermina Bekasi belum tercapai. Penelitian ini untuk mengetahui lama waktu pelayanan resep racik pasien anak rawat jalan serta faktor-faktor yang mempengaruhinya.

Desain penelitian cross sectional; pendekatan kualitatif dan kuantitatif, Sampel resep racik pasien anak rawat jalan sebanyak 120 resep diambil secara random.

Hasil penelitian didapatkan rerata waktu pelayanan resep racik 27 menit 30 detik, dengan rincian rerata waktu pelayanan atau komponen proses 7 menit 20 detik (26,69%) dan komponen delay 73,31% atau rerata waktu pelayanan 20 menit 10 detik. Terbatasnya personil, kemampuan tidak merata serta sarana merupakan faktor yang berpengaruh terhadap lamanya waktu pelayanan resep racik.

Saran : evaluasi standar pelayanan resep dan penghitungan ketenagaan serta peningkatan pendidikan dan sarana prasarana.

.....Standard time of dispensing of compounding prescription at Hermina Bekasi Hospital has not yet been achieved. This research is to find out a total time used in dispensing of a compounding prescription child-outpatient and the attributed factors.

The research design involved a cross sectional with qualitative and quantitative approaches, a sample size of 120 compounding prescription of child-outpatient taken as random.

The research has shown that the dispensing activity time averaged 27 minutes 30 seconds. The component of the process is 26,69% (the average of process time is 7 minutes 20 seconds). And the 73,31% of total dispensing time was due to delay components (the average of delay time is 20 minutes 10 seconds). The lack of personnel, capability of uneven and also the facility are some of factors attributed the delay components.

Suggestions: evaluation of service standard prescription and calculating workload as well as improved education and infrastructure.